

December 5, 2018

Dear Valued Customer,

Every day, we work to improve the lives of our customers in the Palmetto State. We have a mission of providing safe, reliable, and cost-effective water and wastewater services to the communities we serve while promoting environmental stewardship. It's a mission built on a nearly 50-year legacy of service. Today, our commitment to our customers in South Carolina is stronger than ever.

It's an exciting time at our company, and as we look forward, we are refreshing our brand at no cost to our customers to reflect our legacy and to showcase our new direction. We are currently seeking formal approval of our corporate name change with the appropriate regulatory bodies. In the meantime, ~~We~~ we invite you to meet our company's new name and look.



The name, Blue Granite Water Company, will be effective after all necessary approvals have been obtained. The name will be effective in January 2019 and was selected by our employees to represent our South Carolina roots and our commitment to the state. In 2019, the Blue Granite stone will celebrate its 50<sup>th</sup> year as the South Carolina state stone. Used in the construction of the South Carolina Statehouse, blue granite represents strength and reliability, symbolizing the foundation of our commitment to provide local water and wastewater services that help build vibrant communities.

A fresh color scheme, bold logo and mission centric tagline are elements that make up the new Blue Granite Water Company brand identity. Inside the state outline, water flowing across the state symbolizes a clean and renewable natural resource connecting all communities across the state. Our new tag line centers the brand on our mission because at the end of the day, Blue Granite Water Company is about serving South Carolina's local communities.

A brand is more than a name and logo – it's who we are. It's a company culture that is guided by new core values of Prioritizing Safety, Embracing Service, Inspiring Innovation, Promoting Teamwork, and Pursuing Excellence. ~~and Prioritizing Safety.~~ Our new brand is a tangible symbol of the positive changes we are making so that we may better serve you. Simply

put, we are transforming – new leadership, new name, new look, new headquarters in Greenville, new culture, and a new strategic plan.

~~I came to the Company with many years of experience in the regulated utility business and I also served for two years as the Director of the South Carolina Department of Health and Environmental Control. I believe the interests of our customers, our communities and the environment are inextricably linked. We can be good stewards of the environment while providing safe, reliable and cost effective service to our customers.~~

~~Since my arrival in February 2018, I have surrounded myself with a team of experienced and qualified professionals to ensure we are planning for the future and providing our customers with quality service today. I invite you to attend a future customer workshop in your area to meet the Blue Granite Water Company team and learn more about our transformation, including the many new investments in technology and infrastructure that we have planned to provide you with more efficient and reliable service.~~

Transformation is more than a name change; it's a different way of solving problems and serving customers. One thing has not changed as part of the rebranding and that is our commitment to always getting better. We are proud to serve you and the state of South Carolina.

Sincerely,

Catherine Heigel  
President